



## **Advanced Fiber Network Project Customer Communications/Notifications Overview**

When Residential customer service interruptions (upgrade) are scheduled to occur, they will occur between 7:00am and 2:00pm, Monday through Friday.

When Commercial customer service interruptions (upgrade) are scheduled to occur, they will occur between 7:00am and 2:00pm, Monday through Friday, unless other arrangements are requested and confirmed between the customer and Comcast Construction Organization based on the customer's hours of operation.

### **Commercial:**

- Construction door hanger 2 to 3 days prior to start of construction; contractor's direct phone number provided (typically construction starts 60 days prior to the upgrade)
- Live phone call 30 days prior to service upgrade, alerting the customer of the upcoming work but not giving them a specific upgrade date
- Live phone call 7 to 10 days prior to service upgrade, alerting the customer of the specific upgrade date (3 attempts are made to reach the customer and a direct call back number is provided)
- Email 7 days prior to service upgrade
- Door hanger 2 to 3 days prior to service upgrade with specific upgrade date
- [Portal landing page](#) where customers can view [FAQs](#) on the project (directions provided in the email)
- Any call during the service interruption will be directed to a recorded message about the interruption and an option for transferring to a Comcast commercial agent

### **Residential:**

- Construction door tag 2 to 3 days prior to start of construction; contractor's direct phone number provided (typically construction starts 60 days prior to the upgrade)
- Mailer 7 to 10 days prior to service upgrade
- Door hanger 2 to 3 days prior to service upgrade with specific upgrade date
- Outbound call the evening before the service upgrade
- Text message two days before and the evening before for upgrades; follow-up text when service upgrade is complete
- TV Alerts to non-X1 customers 24 hours prior to service upgrade
- [Portal landing page](#) where customers can view [FAQs](#) on the project (directions provided in the email, door hanger and letter)
- Any call during the actual service interruption, will be directed to a recorded message with specific information about the upgrade and an option for transferring to a Comcast agent
- Text message two days after the work asking the customer to fill out a survey about their experience

**Multiple Dwelling Units:**

- Created an e-packet for property manager(s) to customize communication to their tenants
- Construction door hanger 2 to 3 days prior to start of construction; contractor's direct phone number provided (typically construction starts 60 days prior to the upgrade)
- Mailer 7 to 10 days prior to service upgrade
- Door hanger 2 to 3 days prior to service upgrade with specific upgrade date
- If approved by property manager(s), signage is placed within the MDU complex alerting tenants of the service upgrades
- Outbound call the evening before the service upgrade
- Text message two days before and the evening before for upgrades; follow-up text when service upgrade is complete
- TV Alerts to non-X1 customers 24 hours prior to service upgrade
- [Portal landing page](#) where customers can view [FAQs](#) on the project (directions provided in the email, door hanger and letter)
- Any call during the actual service interruption will be directed to a recorded message with specific information about the upgrade and an option for transferring to a Comcast agent
- Text message two days after the work asking the customer to fill out a survey about their experience